



Job Description

Switchgear Systems Service Manager

The **Switchgear Systems Service Manager** is a leadership position responsible for the establishing, developing and growing the new Switchgear Systems Service Business Unit within Nixon. Initially responsible for securing and executing switchgear service business in this space. As the unit matures, potentially become responsible for growth, training, sales and operations of the business unit.

The position reports to the Executive Vice President and regularly interacts with the Vice President Aftermarket Operations; Vice President Sales; CFO; departmental heads; and Service department management at branch locations. Initially leverages existing manpower from within the ranks of existing senior service technicians.

Responsibilities

Responsibilities require a specific focus new business unit startup, growth and customer identification, engagement and satisfaction.

- Establish new Switchgear Systems Service business unit
- Identify and leverage existing qualified/near-qualified Nixon talent
- Organize business unit with proper tooling, conveyances, parts inventory and systems
- Identify, engage and service new customers. Maintain a high level of customer satisfaction
- Sell switchgear service and retrofit commensurate with Nixon's offerings
- Help develop Nixon's capabilities and offerings in accordance with market demand
- Generate revenues at an early stage in the process, within second quarter in business
- Integrate business unit's processes into Nixon's ERP, MobileTech and CRM systems
- Leverage existing Nixon services including (but not limited to) Human Resources, Finance & Accounting, purchasing (procurement), IT, and facilities
- Assist with business plan and annual budget development
- Drive parts operations to maximize inventory turns and profitability, including supervising and maintaining inventory
- Manage and maintain mobile fleet and equipment
- Recruit, train and manage switchgear service personnel
- Schedule, conduct, supervise, document and prepare invoicing of business unit's work
- Perform semi-annual and annual performance and compensation reviews
- Establish and maintain high departmental morale
- Promote and participate in Nixon's safety programs
- Organize and optimize switchgear systems preventive maintenance (PM) services
- Open, issue, track and close service work orders
- Conduct warranty actions and filings
- Manage field service reports (FSRs) and their appropriate follow-up
- Supervise proper usage, flow and disposition of FSRs
- Review FSRs for proper completion of customer service and equipment data, performed work, follow-up requirements, warranty applicability, parts and material usage documentation, time and mileage information, and customer signature and payment
- Direct FSR disposition and filing as well as invoicing and job closing action

Education and experience

Associate degree (or equivalent professional experience) required; bachelor's degree preferred

Skills and abilities

- Technical experience in performing and managing complex switchgear system service and retrofit operations
- Marketplace knowledge of opportunities in the SE USA
- Leadership and Management skill commensurate with the position
- Effective, professional communication written and verbal communication skills
- Ability to manage multiple tasks concurrently
- Capacity for quick learning and ability to teach others complex data, process and control tasks
- Ability to project and position complexities, including experience in managing direct reports and associated staff members
- Experience with MS Office applications required
- Experience with Great Plains Dynamics and CRM is a plus
- Clean driving and background record

Overview

Founded in 1914, Nixon Power Systems is the Southeast's largest full-service organization dedicated exclusively to the sale, rental, distribution, service, and technical support of stand-by and prime power generation equipment, parts, and accessories. The Company is headquartered in Brentwood, TN (suburb of Nashville) with six branch locations throughout the Southeast and Mid-Atlantic. Privately held, Nixon is consistently profitable.

Nixon is the largest Kohler Power Systems distributor of Stand-by Power equipment in the country. The Company's Kohler sales territory covers all or part of seven states in the Southeast and serves national and regional companies with a large number of retail, distribution, and commercial facilities. Nixon's long-term dedication to superior service and solutions to customer's comprehensive power needs is evidenced by their historic growth rate and repeated selection as Kohler's "Distributor of the Year" award. The Company is also a large distributor of GE-Jenbacher prime and renewable power equipment, encompassing 13 states throughout the Mid-Atlantic and Southeastern US.

With over 210 employees; five (5) regional Sales and Service Centers throughout the Southeast United States; a 13-state commercial footprint; and a commitment to total Quality as measured by the international standards required of TL9000 Certification, Nixon Power Services is an industry leader dedicated to being an unmatched employer.

To learn more about Nixon Power, visit us at www.nixonpower.com.